

REMARKS

Previously, Applicants received a Final Office Action dated June 24, 2008 (“*Office Action*”). At the time of the *Office Action*, Claim 3 was pending. The Examiner rejected Claim 3 under 35 U.S.C. § 102(b) as being anticipated by U.S. Patent No. 6,249,578 issued to Gilles et al. (“*Gilles*”). Applicants have amended Claim 3 and added new Claims 37-55. Applicants respectfully request reconsideration and favorable action.

Claim 3 is directed to a method of providing self-supporting service consumers. According to the method, a service consumer is allowed to automatically consult a service policy comprising one or more service policy rules associated with the service consumer to request service. One or more actions to be taken to respond to the request for service are automatically determined from the service policy. The one or more actions are related to servicing the service consumer. The one or more actions are automatically initiated, and one or more service provider tools are automatically invoked to perform the one or more actions in response to the request for service. Furthermore, one or more service events that occur as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools are communicated, wherein the communicating includes logging the one or more service events. Applicants respectfully contend that *Gilles* does not disclose this combination of limitations.

For example, *Gilles* does not disclose “automatically determining from the service policy, one or more actions to be taken to respond to the request for service, the one or more actions related to servicing the service consumer” as recited in Claim 3. For at least these reasons, Applicants respectfully contends that Claim 3 is patentably distinguishable from *Gilles*. For analogous reasons, independent Claims 37, 44, and 50, and their respective dependent claims are allowable under 35 U.S.C. § 102. Accordingly, Applicants respectfully request reconsideration and allowance of Claims 3 and 37-55.

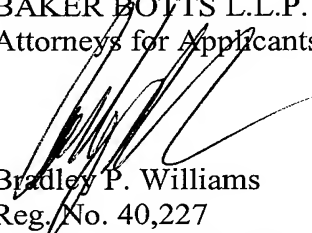
CONCLUSION

Applicants have made an earnest attempt to place this case in condition for allowance. For the foregoing reasons, and for other apparent reasons, Applicants respectfully request full allowance of all pending Claims. If the Examiner feels that a telephone conference would advance prosecution of this Application in any manner, the undersigned attorney for Applicants stands ready to conduct such a conference at the convenience of the Examiner.

The Commissioner is hereby authorized to charge any additional fees or credit any overpayments to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants



Bradley P. Williams
Reg. No. 40,227
Phone: (214) 953-6447

Date: 9/24/08

CORRESPONDENCE ADDRESS:

Customer Number: **05073**